

TENNESSEE REGULATORY AUTHORITY

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TRA ORDERS INVESTIGATION INTO PAY TELEPHONES AND DIAL-AROUND LONG-DISTANCE CALLING PLANS

NASHVILLE -- If you've ever used a public pay-telephone and inserted an amount over the required 35 cents and wondered why the change due was not returned, you're not alone. And the Tennessee Regulatory Authority (TRA) wants to find out why.

At a recent public hearing, the Directors of TRA ordered an investigation into Tennessee's public pay-telephone system to determine why most, if not all, of the state's public pay phones fail to return the change due to consumers that deposit more than the required amount.

In a unanimous voice, the directors expressed mutual concern about the fairness with which Tennessee consumers are being treated in this matter, and about the business practices of pay telephone service providers whose phones benefit at an amount of 15 cents above the 35 cents pay phone charge.

In a second matter of equal concern, the TRA directors have called for a separate investigation into "Dial-Around" services or long-distance calling plans that promote themselves as 10+###+(Area Code)+(Phone Number).

Citing obscure corporate identification as the primary reason for the investigation, Directors of the TRA want to ensure that Tennessee consumers are properly informed about such services and that all companies that offer dial-around services in the state are adequately identified.

The results of the investigations are to be completed within 60 days.

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